

Jira Service Desk

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Export from Customer Portal Request Detail

You can now get your requests printed on documents. To get this working, enable the feature on the **Xporter Global Settings** screen. It must have at least one template configured with scope **Everywhere** or **JSD Request Detail**.

A new action will be available on Jira Service Desk actions section in order to allow you to get a document.

Click **Xporter** - you should be able to select the template and the output format to generate the report.

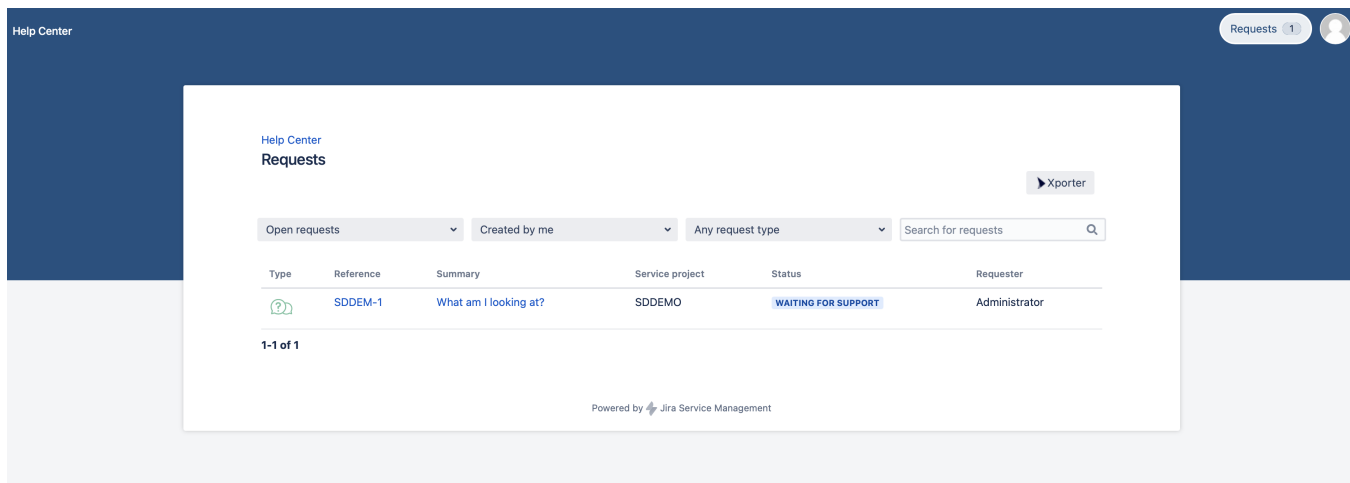
The screenshot displays the Jira Service Desk interface. At the top, there's a blue header with 'Help Center' on the left and 'Requests 3' with a user profile on the right. Below the header, a breadcrumb trail shows 'Help Center / DESK / DESK-1'. A green question mark icon is followed by the text 'What am I looking at? WAITING FOR SUPPORT'. A comment box is visible with the placeholder text 'Comment on this request...'. The main content area shows 'Details 1 minute ago' and a 'Description' section with bullet points explaining the request queue. On the right side, there's an actions menu with options: 'Don't notify me', 'Share', 'Escalate', 'Resolve this issue', 'Cancel request', and 'Xporter' (highlighted with a red box). Below the actions menu, it says 'Shared with Andre Fernandes Rodrigues Creator'. A modal window titled 'Xporter' is open in the center, showing 'Template' set to 'Sample 2', 'Output format' set to 'DOCX', and 'Custom Filename' set to 'Optional'. At the bottom of the modal are 'Export' and 'Close' buttons.

Export from Customer Portal Request List

This feature will allow exporting all the requests created by the user, or the requests where the user is participant, into a single report.

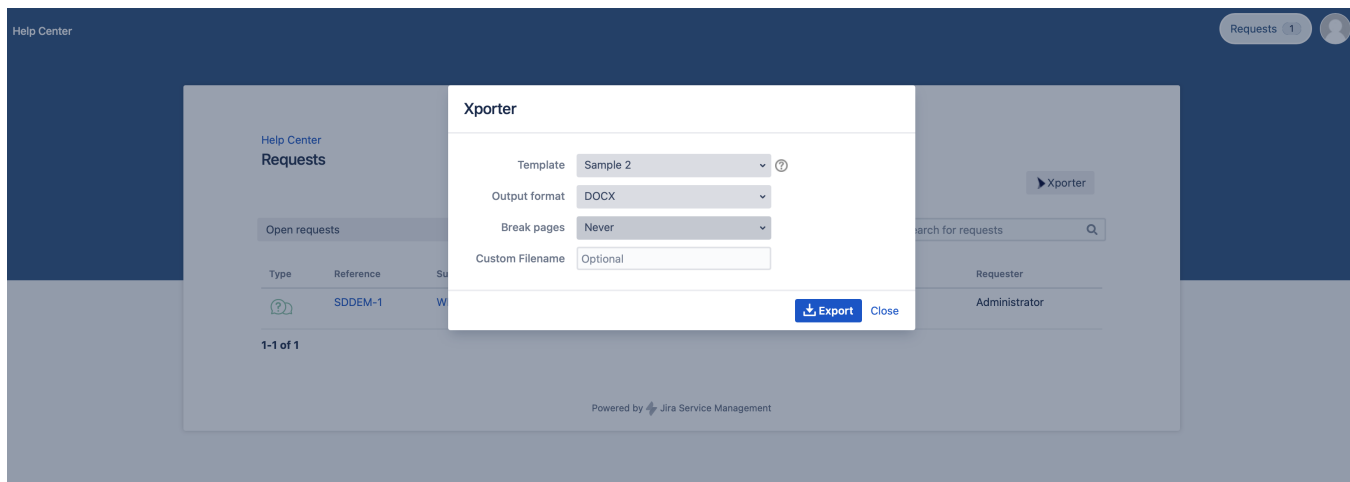
First, you need to enable the option, Xporter Service Desk Requests, on the Xporter Global Settings screen. It must have at least one template configured with the scope **Everywhere** or **JSD Request List**.

After enabling the option on the Xporter Global Settings, the Service Desk Customer Portal will have the Xporter option on the Requests section.

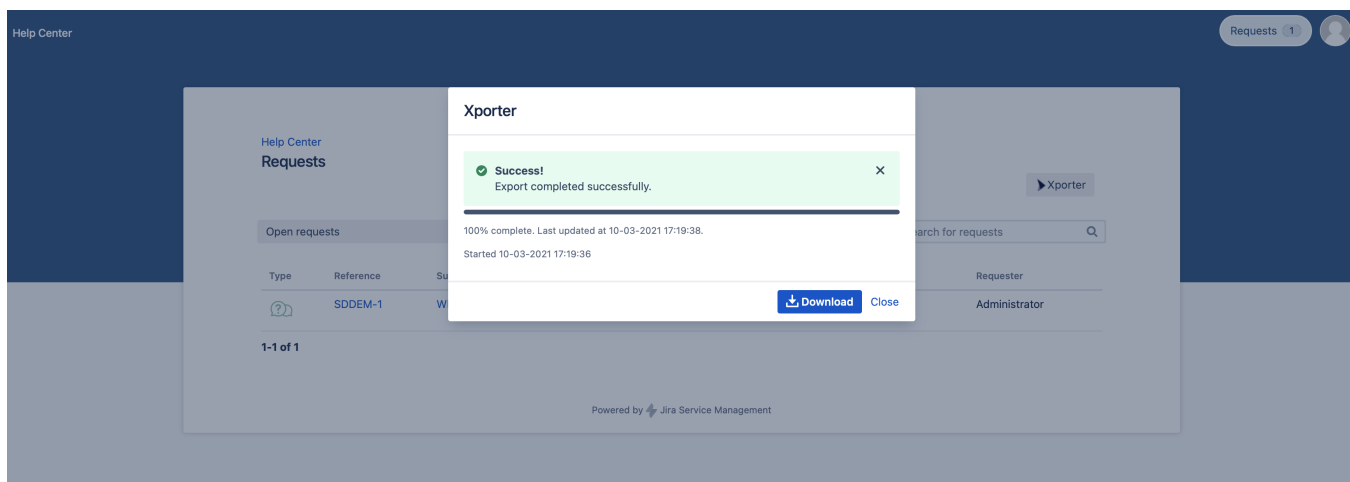


Furthermore, click on the Xporter option. You will have a pop-up that will have a list of all templates available to use in this context, the export type format and the option that allows you to break a page when changing Issues, Projects, Issue Types or Components.

Finally, you will be able to define a custom file name to the report that will be generated. Then, click **Export**.



Finally, the report can be downloaded and the document generated will have all the information from each request, in a single document.



Export from Jira Service Desk Queue

Jira Service desk has queues which contain all the customer requests that become issues. This screen allows users to easily navigate and search all the requests. With Xporter you are able to export all these issues into just one report.

This is a very simple process. First, you need to enable the option Xporter Service Desk Queue on the Xporter Global Settings screen. It must have at least one template configured with the scope **Everywhere** or **Bulk Export**.

After this, go to your Jira Service desk project and you will be redirected to the queue. As you can see in the image below, you will have the Xporter option.

The screenshot shows the Jira Service Desk interface. On the left is a sidebar with a 'QUEUES' menu. The main area displays the 'All open' queue with a table of issues. The table has columns: Time to resolution, T, Key, Status, Summary, Created, P, and Reporter. The 'Xporter' button is located in the top right corner of the queue view.

Time to resolution	T	Key	Status	Summary	Created	P	Reporter
-3d 9h	🔴	DESK-31	OPEN	Intranet down?	28/Apr/19		Ryan Lee
-3d 5h	🔴	DESK-36	WAITING FOR CUSTO...	Laptop screen blinks	27/Apr/19		Ryan Lee
-3d 5h	🔴	DESK-38	WAITING FOR CUSTO...	Cannot turn on my laptop	27/Apr/19		Alana Grant
-2d 13h	🔴	DESK-26	WAITING FOR SUPPO...	Guest wifi access for dev meetup	29/Apr/19		Alana Grant
-2d 5h	🔴	DESK-23	WAITING FOR CUSTO...	How do I connect to the file server?	29/Apr/19		Alana Grant
-1d 11h	🔴	DESK-20	WAITING FOR CUSTO...	Extra monitor	30/Apr/19		Alana Grant
-1d 11h	🔴	DESK-19	OPEN	Typo on the public website	30/Apr/19	↓	Alana Grant
-1d 5h	🔴	DESK-15	WAITING FOR SUPPO...	New employee Jim	01/May/19		Jennifer Evans
-1d 5h	🔴	DESK-18	WAITING FOR CUSTO...	IDE licenses	30/Apr/19		Alana Grant
-9h 9m	🔴	DESK-12	OPEN	Can't see Intranet	01/May/19	↑	Jennifer Evans
-6h 24m	🔴	DESK-13	WAITING FOR SUPPO...	The printer is not working	01/May/19		Alana Grant
-5h 24m	🔴	DESK-8	OPEN	Some gadgets on my JIRA dashboard seem to be broken	02/May/19		Jennifer Evans
-5h 9m	🔴	DESK-10	WAITING FOR SUPPO...	Phone redirect for mdavis	02/May/19		Mitch Davis
-5h 9m	🔴	DESK-11	WAITING FOR SUPPO...	Can't access Intranet on mobile phone	02/May/19		Jennifer Evans
-1h 12m	🔴	DESK-7	OPEN	Cannot access intranet	02/May/19	↑	Mitch Davis
2h 50m	🟢	DESK-4	WAITING FOR SUPPO...	New employee David Chen	03/May/19		Mitch Davis
2h 50m	🟢	DESK-5	WAITING FOR SUPPO...	New employee Ryan Silva	03/May/19		Mitch Davis
2h 50m	🟢	DESK-6	WAITING FOR CUSTO...	New employee Jacob Smith	02/May/19		Mitch Davis
7h 47m	🟢	DESK-1	WAITING FOR SUPPO...	What am I looking at?	03/May/19	🚫	Andre Fernandes Rodrigues
	🟡	DESK-2	AWAITING CAB APPR...	Migrate intranet server	03/May/19	↑	Andre Fernandes Rodrigues
	🔴	DESK-3	OPEN	Intranet server offline	03/May/19	↑	Vincent Wong
	🟡	DESK-9	AWAITING IMPLEMEN...	Payroll system DB upgrade	02/May/19		Mitch Davis

Furthermore, you will be able to choose which queue you want to export, the report will contain only the issues that belong to the queue selected by you.

After clicking on the Xporter option, you will have a pop-up that will have a list of all templates available to use on this context, the export type format and the option that allows you to break a page when changing Issues, Projects, Issue Types or Components and an optional field to customize the file name of the report that will be generated. Then, click **Export**.

The screenshot shows the Jira Service Desk interface with the 'All open' queue. The 'Xporter' modal is open, displaying the following options:

- Template: Sample 2
- Output format: DOCX
- Break pages: Never
- Custom Filename: Optional

The 'Export' button is highlighted in blue.

Finally, wait for the operation to finish and then click on the link to download your document.

Jira Dashboards Projects Issues Boards Xporter Reports DbConsole Create Search Xporter Edit queue Delete queue

QUEUES

- All open 22
- Unassigned issues 1
- Assigned to me 14
 - Waiting on me 6
- Incidents 5
 - Reported in the ... 0
 - Critical 0
- Service requests 14
 - Due in 24h 0
- Change 2
 - Ready for imple... 1
- Emergency cha... 0
- Problem 1
 - Completed last ... 0
- Recently resolved 19
- + New queue

All open

Time to resolution	T	Key	Status	Created	P	Reporter
-3d 9h	DESK-31	OPEN	28/Apr/19	Ryan Lee		
-3d 5h	DESK-36	WAITING FOR SUPP...	27/Apr/19	Ryan Lee		
-3d 5h	DESK-38	WAITING FOR SUPP...	27/Apr/19	Alana Grant		
-2d 13h	DESK-26	WAITING FOR SUPP...	29/Apr/19	Alana Grant		
-2d 5h	DESK-23	WAITING FOR SUPP...	29/Apr/19	Alana Grant		
-1d 11h	DESK-20	WAITING FOR SUPP...	30/Apr/19	Alana Grant		
-1d 11h	DESK-19	OPEN	30/Apr/19	Alana Grant		
-1d 5h	DESK-15	WAITING FOR SUPP...	01/May/19	Jennifer Evans		
-1d 5h	DESK-18	WAITING FOR SUPP...	30/Apr/19	Alana Grant		
-9h 11m	DESK-12	OPEN	01/May/19	Jennifer Evans		
-6h 26m	DESK-13	WAITING FOR SUPP...	01/May/19	Alana Grant		
-5h 26m	DESK-8	OPEN	02/May/19	Jennifer Evans		
-5h 11m	DESK-10	WAITING FOR SUPP...	02/May/19	Mitch Davis		
-5h 11m	DESK-11	WAITING FOR SUPP...	02/May/19	Jennifer Evans		
-1h 14m	DESK-7	OPEN	02/May/19	Mitch Davis		
2h 48m	DESK-4	WAITING FOR SUPP...	03/May/19	Mitch Davis		
2h 48m	DESK-5	WAITING FOR SUPP...	03/May/19	Mitch Davis		
2h 48m	DESK-6	WAITING FOR SUPP...	02/May/19	Mitch Davis		
7h 45m	DESK-1	WAITING FOR SUPP...	03/May/19	Andre Fernandes Rodrigues		
	DESK-2	AWAITING CAB APPR...	03/May/19	Andre Fernandes Rodrigues		
	DESK-3	OPEN	03/May/19	Vincent Wong		
	DESK-9	AWAITING IMPLEMEN...	02/May/19	Mitch Davis		


Xporter

Success! Export completed successfully.

100% complete. Last updated at 03-05-2019 14:13:24.
Started 03-05-2019 14:13:21

Download

That's it, now you have a report with all the issues that belong to the specific queue selected.

 For further information about Jira Service Desk integration with Xporter, please check our documentation [here](#).